

## ABSTRACT OF THE INVENTION

The present invention relates generally to voice response systems. Specifically, this invention relates to an interactive voice response client using script engines to control various voice processing systems. In a preferred embodiment, a customer dials a designated phone number and is connected to a main switch of the system. The switch sends a message pertaining to the call to a Computer Telephony Integration system, which in turn sends a signal to an IVR Engine. The IVR Engine is adapted to send and receive data from the caller. The IVR Engine also interacts with a Script Engine that is adapted to run any appropriate scripts, such as a script to apply business rules or logic. The Script Engine sends instructions to the IVR Engine, which are then passed on to the caller. Responses from the caller to the IVR may then be passed back to the Main Script Engine. This process repeats itself until all data is gathered or the call is terminated.